



EMPLOYMENT OPPORTUNITY

CITY OF LONG BEACH
DEPARTMENT OF FINANCIAL MANAGEMENT
COMMERCIAL SERVICES BUREAU

CUSTOMER SERVICE REPRESENTATIVE I - III

THE ORGANIZATION

With a staff of approximately 240 employees, the Department of Financial Management administers the financial affairs of the City and provides related services to citizens, elected officials, and City departments. The Department's Commercial Services Bureau provides a range of customer and financial services to the City and its residents, including billing, collections, payment processing, and customer service. The Bureau provides billing and collection activities for ambulance transports, permits, business licensing, parking citations, marina slip fees, utility services, and various other City services.

THE POSITION

The Commercial Services Bureau is seeking qualified applicants for two full-time Customer Service Representatives. This position requires a friendly, energetic, organized, multi-tasking individual with strong attention to detail and who responds well in a fast-paced environment. The incumbent will perform the complex duties of the classification, and will be expected to independently resolve problems related to issues that may not be addressed in written policies and procedures, including:

- Prepare and process bill statements;
- Locate customer contact information using acceptable skip tracing techniques for billing purposes;
- Interact directly with the public and City staff by phone, mail, email and in person;
- Perform general office duties such as data entry, filing, faxing, emailing, and scanning documents; and,
- Performs other duties as required.

QUALIFICATIONS

- Six months of recent clerical, data entry and/or customer service experience;
- Experience with Microsoft Word and Excel (experience with Outlook and Access is desirable);
- Ability to perform data entry and mathematical calculations accurately; and,
- Ability to exercise tact, judgment, and patience in assisting the public and City staff.



SALARY

Grade Level I, \$15.040 to \$20.346
Grade Level II, \$16.197 to \$22.106
Grade Level III, \$17.873 to \$24.414

APPLICATION PROCESS

This recruitment will close at 4:00 PM on Tuesday, September 15, 2015.

To be considered for the position, please submit a letter of interest and resume via email in Word or PDF format. Include FM15-039 at the start of your subject line and submit to:

Georgette.Wittman@longbeach.gov

Submissions will be reviewed, and the most highly qualified candidates will be invited to participate in further selection procedures. Incomplete applications and those that clearly do not meet the position qualifications will not be considered.

The City of Long Beach is an Equal Opportunity Employer. We value and encourage diversity in our workforce. The City of Long Beach intends to provide reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. If a special accommodation is desired, or if you would like to request this information in an alternative format, please call (562) 570-5486. In support of the City's Language Access Policy, bilingual skills (Spanish, Khmer and/or Tagalog) are desirable for positions interacting with the public.